

**What is claimed is:**

- 1 1: A method comprising:
  - 2 detecting an error;
  - 3 scrambling a code for the error; and
  - 4 making the scrambled code known.
- 1 2: The method of claim 1, further comprising determining the error based at least in part  
2 upon the scrambled code.
- 1 3: The method of claim 2, wherein determining the error based at least in part upon the  
2 scrambled code comprises utilizing a look-up table.
- 1 4: The method of claim 2, wherein determining the error based at least in part upon the  
2 scrambled code comprises a decrypting computation.
- 1 5: The method of claim 1, wherein the scrambling comprises generating a first scrambled  
2 code upon detecting an error and generating a second scrambled code upon detecting a  
3 subsequent occurrence of the error.
- 1 6: The method of claim 5, wherein the scrambling comprises determining the scrambled  
2 code based, at least in part, upon a substantially random value.
- 1 7: The method of claim 6, wherein the scrambling comprises
  - 2 generating a code for the error;
  - 3 producing a result by adding a random number to the code for the error; and
  - 4 subtracting, from the result, the modulus of the random number by a substantially  
5 predetermined value.

1 8: The method of claim 5, wherein the scrambling comprises determining the scrambled  
2 code based, at least in part, upon the time at which the error is detected.

1 9: The method of claim 1, wherein making the scrambled code known comprises making  
2 the scrambled code privately available.

1 10: The method of claim 1, wherein making the scrambled code known comprises  
2 making the scrambled code publicly available.

1 11: The method of claim 10, wherein making the scrambled code publicly available  
2 comprises displaying the scrambled code on a screen.

1 12: The method of claim 10, wherein making the scrambled code publicly available  
2 comprises writing the scrambled code to a file.

1 13: The method of claim 10, wherein making the scrambled code publicly available  
2 comprises generating an audio response.

1 14: A method of deterring fraud comprising:  
2 reporting a scrambled code to a user;  
3 contacting a service representative; and  
4 converting the scrambled code into an unscrambled value.

1 15: The method of claim 14, wherein reporting a scrambled code comprises detecting an  
2 error, scrambling a code for the error and making the scrambled code known.

1 16: The method of claim 15, wherein scrambling a code for the error comprises  
2 generating a first scrambled code upon detecting a first error and generating a second  
3 scrambled code upon detecting a second error.

1 17: The method of claim 15, wherein scrambling a code for the error comprises  
2 generating a first scrambled code upon detecting an error and generating a second  
3 scrambled code upon detecting a subsequent occurrence of the error, and the second  
4 scrambled code is different from the first scrambled code.

1 18: The method of claim 17, wherein the scrambling comprises determining the  
2 scrambled code based, at least in part, upon the time the error is detected.

1 19: The method of claim 17, wherein scrambling a code for the error comprises  
2 generating a first scrambled code upon detecting a first error and again generating the  
3 first scrambled code upon detecting a second error.

1 20: The method of claim 14, wherein contacting a service representative comprises the  
2 user using a telephone to call the service representative.

1 21: The method of claim 20, wherein contacting a service representative comprises  
2 selecting a service representative from a group of service representatives.

1 22: The method of claim 14, wherein converting the scrambled code into an unscrambled  
2 value comprises the service representative converting the scrambled code into an  
3 unscrambled value.

1 23: The method of claim 14, wherein converting the scrambled code into an unscrambled  
2 value comprises utilizing a look-up table.

1 24: The method of claim 14, wherein converting the scrambled code into an unscrambled  
2 value comprises utilizing a decryption calculation.

1 25: The method of claim 14, further comprising the service representative, at least  
2 attempting, to provide assistance to the user, wherein the type of assistance is determined,  
3 at least in part, upon the unscrambled value.

1 26: The method of claim 25, determining the error based at least in part upon the  
2 scrambled code comprises utilizing a look-up table.

1 27: The method of claim 14, wherein reporting a scrambled code to a user comprises  
2 reporting a first scrambled code to a first user and reporting a second scrambled code to a  
3 second user, wherein the first and second scrambled codes differ.

1 28: A method comprising:  
2 detecting a first error;  
3 generating a first scrambled code for the first error;  
4 detecting a subsequent occurrence of the first error; and  
5 generating a second scrambled code for the subsequent occurrence of the first  
6 error.

1 29: The method of claim 28, wherein generating comprises utilizing a substantially  
2 random value.

1 30: The method of claim 29, wherein generating comprises  
2 generating an unscrambled code for the error;  
3 producing a result by adding a random number to the code for the error; and  
4 subtracting, from the result, the modulus of the random number by a substantially  
5 predetermined value.

1 31: The method of claim 28, further comprising making the first and second scrambled  
2 codes known.

1 32: The method of claim 31, further comprising determining the error based at least in  
2 part upon the known first and second scrambled codes.

1 33: The method of claim 32, wherein determining the error based at least in part upon the  
2 known first and second scrambled codes comprises utilizing a look-up table.

1 34: The method of claim 32, wherein determining the error based at least in part upon the  
2 known first and second scrambled codes comprises a decrypting computation.

1 35: The method of claim 31, wherein making the first and second scrambled codes  
2 known comprises making at least one of the first and second scrambled codes publicly  
3 available.

1 36: The method of claim 35, wherein making the first and second scrambled codes  
2 publicly available comprises displaying the first and second scrambled codes on a screen.

1 37: The method of claim 35, wherein making the first and second scrambled codes  
2 publicly available comprises writing the first and second scrambled codes to a file.

1 38: The method of claim 35, wherein making the first and second scrambled codes  
2 publicly available comprises generating an audio response.

1 39: The method of claim 28, wherein making the first and second scrambled codes  
2 known comprises making at least one of the first and second scrambled codes privately  
3 available.

1 40: A machine accessible medium including thereon instructions which, when executed  
2 by a machine, cause the machine to perform a method comprising:

3 detecting a first error;

4 generating a first scrambled code for the first error;

5 detecting a subsequent occurrence of the first error; and

6 generating a second scrambled code for the subsequent occurrence of the first  
7 error.

1 41: The apparatus of claim 40, wherein generating comprises utilizing a substantially  
2 random value.

1 42: The apparatus of claim 40, further comprising instructions for making the first and  
2 second scrambled codes known.

1 43: The apparatus of claim 42, further comprising instructions for determining the error  
2 based at least in part upon the known first and second scrambled codes.

1 44: The apparatus of claim 43, wherein determining the error based at least in part upon  
2 the known first and second scrambled codes comprises utilizing a look-up table.

1 45: The apparatus of claim 42, wherein making the first and second scrambled codes  
2 known comprises making at least one of the first and second scrambled codes publicly  
3 available.

1 46: The apparatus of claim 42, wherein making the first and second scrambled codes  
2 publicly available comprises displaying the first and second scrambled codes on a screen.

1 47: An apparatus comprising:  
2 an information handling system, which further includes a processor for processing  
3 instructions and a memory for at least temporarily storing the instructions;  
4 wherein the information handling system is configured to, during operation, detect  
5 an error, generate a scrambled code for the error, and make the scrambled code known.

1 48: The apparatus of claim 47, wherein the apparatus is configured to, during operation,  
2 generate the scrambled code in such a way as to allow the error to be derived utilizing the  
3 scrambled code.

1 49: The apparatus of claim 47, wherein the information handling system is configured to,  
2 during operation,  
3 generate a first scrambled code upon detection of the error, and  
4 generate a second scrambled code upon detection of a subsequent occurrence of  
5 the error;  
6 wherein, the first and second scrambled codes differ.

1 50: The apparatus of claim 49, wherein the information handling system is configured to,  
2 during operation, generate the first and second scrambled codes utilizing a substantially  
3 random value.

1 51: The apparatus of claim 49, wherein the information handling system is configured to,  
2 during operation, generate the first and second scrambled codes utilizing a value  
3 determined from a second information handling system.

1 52: The apparatus of claim 47, wherein the information handling system is configured to,  
2 during operation, detect an error related to a second information handling system.

1 53: The apparatus of claim 52, wherein the information handling system is configured to,  
2 during operation, detect an error in the settings of the second information handling  
3 system.

1 54: The apparatus of claim 47, wherein the information handling system is configured to,  
2 during operation, detect an error in the data input to the information handling system.

1 55: The apparatus of claim 47, wherein the information handling system is a cell phone.

1 56: The apparatus of claim 47, wherein the information handling system is a subscription  
2 based television receiver.

1 57: The apparatus of claim 47, wherein the information handling system is a computer.

1 58: A system comprising:  
2 a first information handling system, which includes a processor for processing  
3 instructions and a memory for at least temporarily storing the instructions; and



4 a second information handling system, which includes a processor for processing  
5 instructions and a memory for at least temporarily storing the instructions;  
6 wherein the first and second information handling systems are coupled and  
7 the first information handling system is configured so as to, during operation,  
8 detect an error, generate a scrambled code for the error, and make the scrambled code  
9 known.

1 59: The system of claim 58, wherein the second information handling system has a  
2 configuration so as to, during operation, derive the error utilizing the scrambled code.

1 60: The system of claim 58, wherein the first information handling system has a  
2 configuration so as to, during operation,  
3 generate a first scrambled code upon detection of the error, and  
4 generate a second scrambled code upon detection of a subsequent occurrence of  
5 the error;  
6 wherein, the first and second scrambled codes differ .

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